AMENDMENTS TO THE CLAIMS

1.   (Currently Amended) A method for providing a telephony session, the method including:

    receiving an electronic mail request from a third party to provide the telephony session;

    determining whether the electronic mail request passes a policy check; wherein the policy
        check comprises a policy specified by a customer to designate a volume of calls to
        accept in a predetermined amount of time;

    calling [[a]] the customer in accordance with the electronic mail request, in response to
        determining that the electronic mail request passes the policy check;

    accessing a URL providing a VoiceXML application in accordance with the electronic
        mail request;

    running the VoiceXML application when the customer answers; and

    responding to an interaction with the customer during the telephony session.

2.   (Original) The method of Claim 1, further including storing the status of the telephony session for access by the third party.

3.   (Original) The method of Claim 1, further including monitoring a plurality of telephony servers to determine availability for the telephony session.

4.   (Original) The method of Claim 3, further including scheduling the telephony session for a predetermined time.

5.   (Original) The method of Claim 3, further including prioritizing a plurality of telephony sessions.

6.   (Original)   The method of Claim 3, further including receiving a plurality of requests from a plurality of third parties to provide a plurality of telephony sessions.

7.   (Original)   The method of Claim 6, wherein the plurality of requests are dispatched to the plurality of telephony servers based on a semi-randomized selection process biased toward low load telephony servers.

8.   (Original)   The method of Claim 3, further including capturing a status of the telephony session.

9.   (Cancelled)

10.   (Currently Amended) The method of Claim 1 9, wherein the policy check is set by the third party.

11.   (Currently Amended) The method of Claim 1 9, wherein the policy check is set by the customer.

12.   (Currently Amended) The method of Claim 1 9, wherein the policy check is set by a receiver of the request.

13.   (Original) The method of Claim 1, further including reformatting the request for processing.

14.   (Currently Amended) A system of providing a telephony session requested by a third party, the system including:

    a gateway for receiving a request from the third party to provide the telephony session; ;
        wherein the request comprises an email; and

an event queue interface to determine whether the request passes a policy check; wherein the policy check comprises a policy specified by a first customer to designate a volume of calls to accept in a predetermined amount of time;

a telephony server for calling [[a]] the first customer, accessing a URL providing a VoiceXML application, running the VoiceXML application when the first customer answers, and responding to an interaction with the first customer during the telephony session, wherein the telephony server configurably receives an incoming call from a second customer.

15.   (Currently Amended) The system of Claim 14, further including:

a plurality of telephony servers as recited in Claim 14; and

an wherein the event queue interface for monitoring monitors a status of each of the plurality of telephony servers to determine availability for the telephony session.

16.   (Original) The system of Claim 15, further including an event scheduler for scheduling the telephony session for a predetermined time.

17.   (Original) The system of Claim 15, further including means for prioritizing a plurality of telephony sessions.

18-19. (Canceled)

20.   (Original) The system of Claim 15, wherein the event queue interface includes a plurality of event queue servers for receiving a plurality of requests from a plurality of third parties to provide a plurality of telephony sessions.

21.   (Previously Presented) The system of Claim 20, wherein the plurality of event queue servers dispatch the plurality of requests to the plurality of telephony servers based on a semi-randomized selection biased toward low load telephony servers.

22.   (Original) The system of Claim 15, further including an accounting interface for capturing a status of the telephony session.

23.   (Currently Amended) A system for providing a telephony session, the method including:

    means for receiving an electronic mail request from a third party to provide the telephony
         session;

    means for determining whether the electronic mail request passes a policy check; wherein
         the policy check comprises a policy specified by a customer to designate a
         volume of calls to accept in a predetermined amount of time;

    means for calling [[a]] the customer in accordance with the electronic mail request;

    means for accessing a URL providing a VoiceXML application in accordance with the
         electronic mail request;

    means for running the VoiceXML application when the customer answers; and

    means for responding to an interaction with the customer during the telephony session.

24.   (Original) The system of Claim 23, wherein the means for receiving includes an SMTP gateway interface.

25.   (Original) The system of Claim 23, further including means for storing the status of the telephony session for access by the third party.

26.   (Original) The system of Claim 25, wherein the means for storing comprises a database and a server providing Internet access.

27.   (Original) The system of Claim 23, further including means for monitoring a plurality of telephony servers to determine availability for the telephony session.

28. (Original) The system of Claim 27, wherein the means for monitoring includes an event queue interface.

29. (Original) The system of Claim 27, further including means for scheduling the telephony session for a predetermined time.

30. (Original) The system of Claim 29, wherein the means for scheduling includes a database regarding the customer.

31. (Original) The system of Claim 29, wherein the means for scheduling includes a database provided by the third party.

32. (Original) The system of Claim 27, further including means for prioritizing a plurality of telephony sessions.

33. (Original) The system of Claim 27, further including means for receiving a plurality of requests from a plurality of third parties to provide a plurality of telephony sessions.

34. (Original) The system of Claim 33, wherein the means for receiving a plurality of requests includes a plurality of HTML servers.

35. (Previously Presented) The system of Claim 27, further including means for capturing a status of the telephony session.

36. (Cancelled)

37. (Currently Amended) The system of Claim 23 36, further including means for receiving the policy check from the third party.

38.   (Currently Amended)   The system of Claim 23 36, further including means for receiving the policy check from the customer.

39.   (Currently Amended)   The system of Claim 23 36, further including means for receiving the policy check from a receiver of the request.

40.   (Currently Amended)   The system of Claim 23 36, further including means for reformatting the request for processing.

41-54. (Cancelled)

55.   (Currently Amended)   A computerized method for providing an interactive telephony session, the method comprising:

    calling a customer pursuant to an occurrence of a triggering event, the triggering event including an electronic request for the interactive telephony session;

    determining whether the electronic request passes a policy check; wherein the policy check comprises a policy specified by the customer to designate a volume of calls to accept in a predetermined amount of time;

    executing a software program responsive to a voice input when the customer answers; and

    responding to a voice input of the customer during the interactive telephony session.

56.   (Original)   The method of Claim 55, wherein the triggering event is an email message.

57.   (Original)   The method of Claim 55, wherein the triggering event is an HTTP request.

58.   (Original) The method of Claim 55, wherein the triggering event is upon reaching a predetermined time and data.

59.   (Original) The method of Claim 55, wherein the software program includes VoiceXML.

60.   (Original) The method of Claim 55, wherein the step of responding includes connecting the customer to a third party.

61.   (Original) The method of Claim 55, wherein the step of responding includes contacting a third party with information from the interactive telephony session.

62.   (Currently Amended) A method for providing a telephony session, the method including:

    receiving an HTTP request from a third party to provide the telephony session;

    determining whether the HTTP request passes a policy check; wherein the policy check

        comprises a policy specified by a customer to designate a volume of calls to

        accept in a predetermined amount of time;

    calling [[a]] the customer in accordance with the HTTP request;

    accessing a URL providing a VoiceXML application in accordance with the HTTP

        request;

    running the VoiceXML application when the customer answers; and

    responding to an interaction with the customer during the telephony session.

63.   (Original) The method of Claim 62, further including storing the status of the telephony session for access by the third party.

64.   (Original) The method of Claim 62, further including monitoring a plurality of telephony servers to determine availability for the telephony session.

65.   (Original) The method of Claim 64, further including scheduling the telephony session for a predetermined time.

66.   (Original) The method of Claim 64, further including prioritizing a plurality of telephony sessions.

67.   (Original) The method of Claim 64, further including receiving a plurality of requests from a plurality of third parties to provide a plurality of telephony sessions.

68.   (Original) The method of Claim 67, wherein the plurality of requests are dispatched to the plurality of telephony servers based on a semi-randomized selection process biased toward low load telephony servers.

69.   (Original) The method of Claim 64, further including capturing a status of the telephony session.

70.   (Cancelled)

71.   (Currently Amended) The method of Claim 62 70, wherein the policy check is set by the third party.

72.   (Currently Amended) The method of Claim 62 70, wherein the policy check is set by the customer.

73.   (Currently Amended) The method of Claim 62 70, wherein the policy check is set by a receiver of the request.